

EXHIBIT A: SCOPE OF WORK & COST ESTIMATES

Civica Scope of Work (Tasks), Development Stages & Deliverables

The following describes the task, development stages and deliverable that Civica proposes for creating a comprehensive website for the Durham-Chapel Hill- Carrboro Metropolitan Planning Organization (DCHC MPO). Each element of the site, including the graphic design, functionality, and ongoing services will be configured to suit the DCHCMPO now and in the future. The development of the new MPO website will include the “latest” IT hardware architecture as well as implementing the latest standards for building and rendering Web pages (including HTML, CSS, device APIs, Web 2.0 standards, and other technologies) for the Web Applications on the latest, known browsers (Chrome, Microsoft Internet Explorer (IE), Mozilla Firefox, Safari, etc...) and mobile devices (i.e. mobile phones, smartphones, and tablets).

Both the Civica and MPO teams will have a service level agreement (SLA) for the DCHC – MPO website to include the following:

- Establish a content cutover date for the “current” DCHC – MPO website
- Establish “how” current DCHC – MPO website content will be handled by both the Civica and the MPO teams
- Develop a collaboration process between the Civica and MPO teams
- Have access to the website design prototypes provided by Civica to the MPO teams
- Setup timely prototype reveals by the Civica team to the MPO team as the project progresses

Civica Software (Civica) will design and build a new website for DCHC - MPO) website, and at least 5 optional feature subsites (Detail below). The website may include the following Civica Modules:

Core Data Management, Site Construction and System Administration tool sets

News & Announcements	Agendas & Minutes	FileBank (File Manager)
Community Calendar	Press Releases	A-Z Index System
Social Media Manager	Photo Manager/Slideshows	Interactive Maps
Training Calendar	User Administration System	Form Builder
Voting & Surveys	Events Calendar	Phone Directory
FAQs	Glossary	Quicklinks Manager
Contacts Manager	Advanced Media Manager	e-Notify/Email Manager
InfoGuide	Site administration & security	video embedding

In addition to the modules listed above, Civica will provide DCHC-MPO with the following solutions to the website. Civica and DCHC-MPO will work together to finalize the overall user experience, site design, page templates, features and content of the new site.

Page Templates

- Home Page: Will include a Home Page template to feature key DCHC-MPO content and

highlighting Key projects, activities and news.

- Secondary Pages: Will include a secondary template that can be used for all other pages (Projects, Events, News, etc.).

Features and Components

- Site-wide search will use third-party software - Google Search
- Interactive slideshows and photo galleries
- FileBank system to upload detailed project information
- Social media manager will allow one click sharing to Facebook, Twitter, etc.

Other Features/Functionality

- Compatibility: The full DCHC-MPO website will be optimized for mobile devices as well as standard browsers (Internet Explorer, Firefox, Chrome, etc.)
- Accessibility: The site will be developed to support Section 508 guidelines. Civica is responsible for any develop-related guidelines. DCHC-MPO is responsible for any content-related guidelines.
- Reporting: Will include Google Analytics for the Web metrics system.

Other Applications: For any existing web applications, Civica will provide DCHC-MPO with the images and style sheets information / links so DCHC-MPO can apply the website styling to these applications

Task 1: Design kick-off meeting

Civica will host an online design kick-off meeting via GotoMeeting with the DCHC MPO staff (project committee) to review and evaluate current design, design of optional subsites/landing pages, view site examples, discuss current Civica technologies (User Portal, Social Media Integration, Modules, etc.), and introduce all tools used to make this project a success (Collab, Content and Branded Page Matrices for Content Migration, etc.).

Civica will employ a streamlined process that has proven to be invaluable in collecting data that will provide a solid basis for the development of the navigational structure and design of the new site.

Deliverables

- 1.1 Civica will host an online design kick-off meeting via GotoMeeting to discuss current design, design of sub-sites, site examples, current Civica technologies, and introduce tools.
- 1.2 Streamlined data collection process.
- 1.3 Finalize the overall project timeline and schedule
- 1.4 Setup the new project in Civica's online collaboration system (Collab)
- 1.5 Setup DCHC-MPO team within the Civica online collaboration system

Estimated Timeline: Completion 1 week from Notice to Proceed

Estimated cost for Task 1: n/a

Task 2: Concept and Design New Web Site

Upon completion of the design kick-off meeting and focus groups, our highly qualified design team will have everything needed to deliver 3 design concepts for Authority discussion and review. Each design concept will provide alternative ways for homepage design, layout, information hierarchy and architecture. **Civica will provide access to the MPO team on the website designed and website prototypes.**

From these unique concepts, Civica will produce a revised concept based on feedback received from the MPO design committee project team), combining all preferred features from each of the initial design directions. **The MPO team will provide feedback to Civica on the three conceptual website designs based on a collaboration system.** The single “hybrid” composition will then be given up to 3 additional rounds of revisions until an approved homepage composition is delivered. From experience, this process has been proven successful in producing completely unique, captivating and powerful homepage designs for every Civica client.

All design work is done in-house by our experienced design team and each composition is a direct product of interactions between Civica and your design committee. Throughout each stage of the project process, your agency will be in direct personal communication with the Civica design team. We provide you every opportunity to offer comments and feedback on all revisions. Our goal is to deliver a Web page layout design you can be 100% proud to call *home*. **Civica will provide all developed items for the new Website to include the CMS source code, Web development best practices, administrative tools, analytics for the search engine and reporting.**

The frontend of the website will be tested in the browser/operating system combinations according to the following testing matrix

	Firefox	IE 9.0 & 10	Chrome	Safari
Window Vista	x	x	x	X
Windows 7	x	X	x	X
Windows 8	x	x	x	x
Mac OSX	x	x	x	X

The frontend of the new MPO website shall be viewable by nearly all commonly used browsers. Additionally, the redesigned MPO website shall provide high speed upload and download times for both low and high speed computers, including analog dial-up customers. The website shall also have links to Acrobat Reader and other products necessary to view information on the website, if required. This is necessary to ensure maximum accessibility for the MPO viewing community.

Note: The website may exhibit some appearance differences when viewed in these various browsers. Therefore, the backend will be fully compatible with Internet Explorer 9 or later and latest version of

Firefox. Other browsers that are currently officially supported should be tested for use for the backend .

Deliverables for Task 2 : Concept and Design for New Website

- 2.1 Civica will develop three unique design concepts for discussion and review.
- 2.2 Civica will produce a revised concept based on feedback.
- 2.3 Up to Three additional rounds of revisions on the selected design will be created.
- 2.4 All design work will be done in-house by Civica

Estimated Timeline: Completion 8-10 weeks from completion of milestone 1t

Estimated Task Cost: \$6,440

Task 3: Web site engineering and design integration

Once the homepage and secondary (internal) page designs have been approved by your team, Civica will host a development (test) version of what will become the new website. Civica development engineers will integrate the approved designs with the new system. At this point, the new design will “come to life”. Your staff will have the ability to interact with the new site design and core features. Upon completion of this stage, the Authority will have the current version of the Civica CMS. The new system will have modules, tools and features including but not limited to the following:

News and Announcements	Events Calendar
e-Notify / Email Manager	Phone Directory
FileBank (File Manager)	RFPs and Bids
Form Builder	Job Posting
Press Releases	Frequently Asked Questions
A-Z Index System	Job Classifications
Social Media Module	Quicklinks Manager
Photo Manager / Slideshows	Contacts Manager
Interactive Maps	Advanced Media Manager
User Administration System	

Civica will provide a detailed list of the proposed host hardware for the DCHC-MPO Website

- Server architecture
- Cloud architecture
- Backup system procedures and standards
- Disaster recovery procedures
- Maintenance agreements
- Video support (Third Party using Youtube and/or Vimeo)
- Archived data retrieval and support

Task 3 Deliverables : Website Engineering and Design Integration

- 3.1 Civica will integrate approved designs with the new system.
- 3.2 DCHC-MPO staff will be able to interact with the new site design.
- 3.3 Civica will provide the current version of the Civica Content Management System (CMS).

Estimated Timeline: Completion 4-6 weeks from completion of milestone 2

Estimated Task Cost: \$10,630

Task 4: Information architecture and content migration services

Transfer and style all current Web site content into new information architecture

The “current” DCHC – MPO website will be migrated by Civica into the new content management system hardware and software architecture. A migration cutoff date and content will be established by both Civica and the MPO teams. The MPO team will continue to push new system content into the “current” MPO website.

Civica will utilize content either extracted from the existing site that has been pre-approved or new content submitted. Civica will build and complete the Web site using this content **as well as the best practices of the World Wide Web Consortium (W3C)**. Civica will work with your team to create the new and improved information architecture of the Web site. This may include a more effective top navigation and new or reorganized internal department pages and content structure.

- **Web page rendering**
 - HTML/HTML5
 - Cascading stylesheets (CSS)
 - Device APIs / RSS Feeds
 - Web 2.0 Standards
 - Third-party Applications
- **Website design**
 - Site template
 - 5 Branded Sections

Civica will also set up new CSS styles as part of the site's branding concept that will match the new design and help give every single page a fresh. During this time, the development site is available for review on a 24/7 basis. As sections of the site are completed, the Authority will be notified via Civica's internal project management system, and a request for sign-off will be posted.

This proposal includes content migration of a fixed number of pages of content. **Civica will migrate 100 website pages of the "current" MPO website.** If additional pages are required beyond this amount, they will be billed on a per page basis. Civica content migration services extend far beyond the simple transfer or relocation of content from a previous navigation structure into a new structure. Our content migration team is highly skilled and experienced at streamlining your Web site for optimum content delivery and performance. Content migration services include, but are not limited to:

- Giving existing content a modernized look, which complements the new site design
- Clean up and removal of extraneous 'junk' code and formatting from previous years, which can slow down site performance
- Employing styled tables and a clear information architecture and content hierarchy
- Establish and implement unified styles and overall approach toward content design
- Using our knowledge and expertise of the Civica CMS to transform bland HTML pages into visually pleasing, easy to navigate and easy to maintain content.
- Utilizing CMS modules and tools for superb content performance, organization and delivery. Examples include creating dynamic Calendar, News, Filebank and Photobook pages.
- Review of content for grammatical and spelling errors
- Set up of CSS style sheets dropdowns and automatic content styling tools
- Optimization of graphics for Web delivery
- Set up Photo Books for display of Department or Agency Events
- Push the use of modules to handle content in appropriate and powerful ways
- Setup of Popular Links and Quick Links on homepage and secondary pages
- Organization of Filebank structure, files and naming conventions, including the creation of appropriate Filebank display pages
- Creation of News and Calendar targets for immediate access by your departments
- Broken and duplicate Link Check to remove redundant links, fix broken links and provide accuracy to all existing links
- MPO website documents
- Migrating both "current" and archived documents
- Formatting and Optimizing documents

Civica will host a content migration kick-off meeting to establish the direction of the improved information architecture. Civica will distribute content migration matrices and work directly with each department to map out the new navigation structure. The Civica Content Migration Team has one goal: relocate all content from the previous navigation structure to the new navigation structure, including the addition of any new content, as well as the restyling of all content to match the new site design. The Civica Content Migration team will touch every

single page of content, and apply a new and modernized look. Using Collab (Civica client extranet), phone calls and Web meetings, the Civica Content Migration Team will implement a personal approach to content migration and relocation.

Throughout the entire development cycle, we maintain a system that replicates your final deployment environment. All functionality testing and development will take place on this system to ensure an accurate representation of the eventual Web site.

Although testing occurs throughout the project, in this stage the site is scrutinized on multiple platform, browser, and bandwidth environments as previously defined

The various systems planned for the site will be tested and all subsections will be refined and tested for proper linkages and content control. The ADA compliant version and “low graphics” version of the Web site will be developed concurrently with the primary site.

Deliverables for Task 4: Information Architecture and Content Migration Services

- 4.1 Transfer and style all current website content into new information architecture.
- 4.2 Use extracted or new, pre-approved content.
- 4.3 Create new and improved architecture.
- 4.4 Set up new CSS styles.
- 4.5 Content migration of up to **100 pages**.
- 4.6 Civica will host a content migration kick-off meeting.
- 4.7 Goal is to relocate all content from the previous navigation structure to the new navigation structure.
- 4.8 Scrutinize site on multiple browsers, platforms and bandwidth environments.

Estimated Timeline: Completion 2-4weeks from completion of milestone 3

Estimated Cost: \$1,880

Task 5: Onsite content editor and system administrator training (End-User Training)

Civica Software staff will provide 1 full day of end-user training for up to 20 users (2 sessions lasting 2.5 hours each). Each session will take basic content editors through the tools necessary to routinely maintain and update the content on the Web site and the procedures for creating and posting new content onto existing pages. These “Content Editor” training sessions will be conveniently held at your offices or online at your choice.

- Create and Edit Page Content
- Best practices for importing and working offline
- Use of basic modules (News, Calendar, Filebank, etc.)

Training shall include online resources for both the end-user training and additional assistance (support) after the training sessions are complete.

In addition Civica Software staff will provide one half day of in depth “System Administrator” training for up to 10 selected Authority users in the full use of the Civica administration system. Session topics will include:

- Set up all user rights and privileges
- Configure Workflow and approver level assignment
- Understand all Civica tools necessary to routinely maintain and redesign the Web site
- Update the content on the Web site, and create and post new content onto existing pages
- Best practices for maintaining a Content Management System (CMS) to include software and web security
- Ensure that only the necessary user rights and privileges are granted
- Define whom on the MPO team will have the authority to update the templates for both the DCHCMPO website (including subsites) to include Service Level Agreements (SLA)

This system administrator training session will run for approximately 3 hours. This training will be provided at your offices or online. Typically, there is also additional Web-based training for 1-2 key members during the content migration phase.

Deliverables for Task 5: End-User Training

5.1 Two full days of online end-user training

- 20 end-users
- Four sessions lasting approximate 2.5 hours each
- Content Editor training
 - Create and edit page content
 - Best practices for importing and working offline
 - Use of basic modules

5.2 One half day System Administrator training

- Up to 10 selected users
- Approximately 3 hours
 - Set up all user rights and privileges
 - Configure workflow and approver level assignment
 - Understand all Civica tools to maintain and redesign the website
 - Update the content on the website and create and post new content onto existing pages

5.3 Additional web-based training for 1-2 key members during Content Migration phase

5.4 User Documentation

Estimated Timeline: Completion 2 weeks before completion of information architecture and content migration

Estimated Cost: \$2,500

Task 6: Completion (Quality assurance & Technology transfer)

Although the site will be continually tested during the entire duration of development, a final checking and testing will take place at this stage. Civica will either transfer the development site to Civica's hosting server or assist in the deployment of the new site on your servers, wherever they are located. If a beta (soft-launch) is desired, Civica will assist in appropriately configuring the current site so that the public may view the new site via a link from the current Web site, or alternatively link back to the previous site from the new redesign (if client hosts). A feedback form will be created so that residents can submit comments and suggestions.

During the "soft-launch" Civica will provide how quality assurance will be verified and also how the user requirements and/or use cases will be verified.

At the point of soft or hard launch, the site will go-live. The DCHCMPO will take full control of the maintenance of all sections, including full access to the source code for the purpose of disaster recovery.

Deliverables for Task 6: Quality Assurance and Technology Transfer

- 6.1 Continual testing of site
- 6.2 Transfer the development site to Civica's hosting center
- 6.3 Beta test may be utilized with links to and from current site
- 6.4 DCHC-MPO will take full control of the maintenance of all content section
- 6.5 Full access to source code provide on request

Typical Timeline: Completion 1-3 weeks from completion of end-user training

Task 7: Responsive Design

Develop website within a responsive framework to ensure that design elements and layout are displayed optimally across a variety of devices ranging from mobile phones, tablets to desktop computers. This includes the following additional deliverables:

- Initial set up of CSS media queries for mobile phone, tablet and desktop (homepage and secondary pages) for client review
- Provision of up to one set of revisions based on client feedback
- Implement additional display options for Javascript plugins (i.e. special sliders, etc.) across multiple viewport sizes (browser widths)
- Ensure that custom widget layouts will respond to all viewport sizes
- Testing across various viewports (mobile phone, tablet, and desktop) to ensure that pages display optimally

Timeline: Implemented into the new site during the Design Integration Phase of the project

Task 8: Optional Features/Development Services

- Custom Map setup and configuration
- Subsite (for Department, Agency or Special Program) (Details to follow)
- Department Landing Pages
- Branded Sections of the Website for Departments or Programs

Branded Sections of the Website for Departments or Programs

- Extremely cost effective solution to pull department branding or theme through an entire section of the website.
- The branding consists of up to 5 unique feature buttons under the left hand side navigation (total of \$350) that can easily be swapped out for special events, elections, etc. by City staff via Civica's Media Manager module as well as either a unique background image or a title bar graphic or header (\$300) depending on design chosen by the City.

Cost \$650 per section

Task 9: Project Management

Internal project management, coordination and planning for the entire project, and all phone / web meetings.

Timeline: Ongoing through the entire project

Cost Estimate by Task			
Task No.	Task Description	Cost	Timeline
1	Design Kick-Off Meeting		1 Wk
2	Concept & Design- New Website	\$6,440	5-6 Wks
3	Website Engineering / Design Integration	\$10,670	3-5 Wks
4	Information architecture and content migration services (100 Pages of Content from existing site)	\$1,880	2-4 Wks
5	Onsite content editor and system administrator training (End-User Training)	\$2,500	2 Wks (before Golive)
6	Completion (Quality assurance & Technology transfer)	n/a	1-3 Wks (after training)
7	Responsive Design	\$5,450	4 Wks
8	Subsite & Branded Section development		
9	Project Management	\$2,900	Ongoing
10	10 Custom Map setup @ \$1,180/map	\$11,800	
11	Annual Maintenance (\$4,910/year for 2 years) 1 st yr included	\$9,820	3 Years
12	Hosting (\$3,400 Per year for three years)	\$10,200	Per Year
13	5 Branded Area within website @ \$650/section	\$3,250	2 Wks

Project Schedule by Milestone

All milestones are to be completed no later than six month after Notice –To-Proceed

Milestone*	Activity Description	Estimated Timeframe
Milestone 1	Design kick-off meeting	1 week from contract
Milestone 2	Concept and design for new website	3-5 weeks from contract
Milestone 3	Website engineering and design integration	5-8 weeks from contract
Milestone 4	Information architecture and content migration services, End User Training	8-12 weeks from contract
Milestone 5	Quality assurance and technology transfer, GO LIVE	1 weeks after completion of information architecture and content migration

Exhibit A : Fees

Services will be paid on a lump sum basis as detailed in the Payment Schedule. The budget includes all costs, time and materials, travel expenses and ALL fees for implementation of the website. Standard payment terms are defined by five milestones payments as outlines in "Payment Schedule". A detailed cost break-down is included below.

- One-time Civica 'C' license fee \$9,980
- Concept and Design New Website \$6,440
- Integration of New Design with CMS \$10,670
- Responsive Design \$5,450
- Content Migration Services \$1,880
- Training \$2,500
- Project Management \$2,900
- 10 Custom map setup & configuration (\$1,180/map) \$11,800
- 5 branded section within new website \$3,250

(5 Branded setup @ \$650 per setup)

Development Sub Total \$54,870

- Hosting (\$3,400/year for three years) \$10,200
- Maintenance (free for 1st yr. \$4,910/yr for 2yrs) \$9,820

Total \$74,890

Payment Schedule

Milestone*	Activity Description	Payment
Milestone 1	Design Kick-Off Meeting	\$10,974 (20% of contract value)
Milestone 2	Approved Website Design	\$10,974 (20% of contract value)
Milestone 3	Integrated CMS Modules and Available Online (With New Design)	\$16,461 (30% of contract value)
Milestone 4	Content Migration Complete	\$10,974 (20% of contract value)
Milestone 5	Site Goes Live	\$5,487 (10% of contract value)

**The milestones represented on the chart above do not directly correspond with the milestone listed under "Project Schedule".*

Hosting and Maintenance will be paid in full (\$20,020) in May / June 2014

Assumptions

Deliverables and documentation shall be in electronic and printed format and include but limited to:

- All sources code, developer level documentation and other technical documentation.
- Creative brief
- Design QA
- CMS documentation including user's manual and examples
- Design specification and function spec documentation
- Training materials
- Early design concepts

Overall

1. DCHC-MPO will be able to provide sufficient resources to meet the timeframe mutually agree to within the project schedule.
2. DCHC-MPO will be responsible for ensuring adequate support is in place from key staff throughout DCHC-MPO for the initiative, as well as the timeline mutually agreed-to between Civica and DCHC-MPO.
3. DCHC-MPO will provide a project manager to assist in the management of the project, including coordination across DCHC-MPO staff and partners involved in the effort.
4. DCHC-MPO will be responsible for the selection, purchase, registration and on-going maintenance for all domain names associated with this project.

Website Design and Construction

5. Civica will provide mock-ups for the Home Page and secondary pages.
6. DCHC-MPO will be responsible for providing all media (images, videos, assets, etc.) for the new site. Civica will provide the graphics for the user interface and any graphics templates required for the site.
7. At the completion of the final requirements, Civica and DCHC-MPO will work together to agree upon the specific functionality that will be included for the site. Should the scope/amount of effort and/or timing differ from what is included in this proposal, Civica and DCHC-MPO will work together to determine a mutually agreed-upon solution (e.g. adjust timing, adjust features/content, etc.)
8. The project costs included in this statement of work are based upon completing the functionality outlined in *Software Specifications*.
9. Images for photo galleries will be stored in Civica's CMS. Videos will be stored on YouTube or Vimeo (Preferred)
10. Civica will create a site map for the site.
11. The full DFWCC site will be available to users on mobile devices as well as on standard browsers.
12. Civica will provide DCHC-MPO with the CSS files so any existing applications can be re-skinned by DCHC-MPO to match the new look/feel, if desired.
13. Civica will review development with DCHC-MPO regularly, virtually.
14. Google Analytics will be used to provide detailed statistics about the visitors and site usage.

Content Creation

15. DCHC-MPO will be responsible for creating and refining new content for the site.
16. DCHC-MPO will be responsible for coordinating/managing all content creation for the site.

Training and Support

17. DCHC-MPO will provide facilities for on-site training outlined in *End-User Training*.
18. Support/maintenance will be provided for a total of three years.

Other

19. Below is a summary of our travel assumptions:
 - a. Civica will be online for End-User Training for up to 20 participants.
 - b. Civica will be online for System Administrator Training for up to 10 participants.
 - c. Regular project status meetings and all other project activities will be conducted via webinar/conference call.
 - d. All travel costs are included in the budget.
20. Below are the assumptions for the hosted environment:
 - a. Civica will host the DFWCC site on their servers.
 - b. Civica will host the DFWCC site for a 3-years period.
 - c. The hosting costs will be paid for up-front
21. Upon conclusion of the project:
 - a. DCHC-MPO will work with Civica to develop a Success Story for the project.
 - b. DCHC-MPO will be willing to act as a reference for the project work.
 - c. DCHC-MPO will include the Civica logo on the website (i.e. Site designed and developed by Civica Software) in a place DCHC-MPO would be comfortable with. Civica and DCHC-MPO will work together to finalize the placement and styling.

Operating System:	Microsoft's Windows 2008 Server
Browsers:	Microsoft's Internet Explorer V9.0 or better Firefox Chrome Safari
Prog Language:	Standard HTML V5.0 / CSS / JavaScript
Text Language:	US English
Additional software:	Not Applicable

Exhibit A1 – Person Hours Estimate by Task

<i>Person Hours Estimate by Task</i>					
Task	Task Description	Design	Prog	CM Team	PM
1	Design Kick-Off Meeting	2 Hrs	-	-	4 Hrs
2	Concept & Design- New Website	120 Hrs			8 Hrs
3	Website Engineering / Design Integration	40 Hrs	120 Hrs		8 Hrs
4	Information architecture and content migration services (100 Pages of Content from existing site)	-		136 Hrs	4 Hrs
5	Onsite content editor and system administrator training (End-User Training)			24 Hrs	2 Hrs
6	Completion (Quality assurance & Technology transfer)	-		40 Hrs	4 Hrs
7	Responsive Design	16 Hrs	80 Hrs	-	4 Hrs
8	Subsite & Branded Section Development				
9	Project Management	-	-	-	34 Hrs (Total)

Exhibit A2 – Schedule Hours by Task

<i>Schedule Hours by Task</i>			
Task	Task Description	Tasks Hours	Scheduled Hours
1	Design Kick-Off Meeting	6 Hrs	40 Hrs
2	Concept & Design- New Website	128 Hrs	240 Hrs
3	Website Engineering / Design Integration	168 Hrs	200 Hrs
4	Information architecture and content migration services (100 Pages of Content from existing site)	140 Hrs	160 Hrs
5	Onsite content editor and system administrator training (End-User Training)	26 Hrs	80 Hrs
6	Completion (Quality assurance & Technology transfer)	44 Hrs	120 Hrs
7	Responsive Design	100 Hrs	160 Hrs
8	Subsite & Branded Section Development		
9	Project Management	34Hrs	Ongoing

Maintenance and technical support

Support and service plans

Software warranty

Civica fully warrants the Content Management Software and Web site to be free of all bugs and defects for 12 months from the date the Web site goes live.

Civica remains committed to a long-term partnership with all its Government clients and its technicians will be available during regular business hours to assist MPO personnel in all aspects of the Web site maintenance and also to advise staff on the development of any applications required to interface with other e-government initiatives. These services will be provided free of charge for a three month period post the Web site go-live date.

Should any additional professional services be required regarding the design, implementation, content conversion or training either beyond that included in the proposal or after the three month initial period the following rate structure would apply:

Principals:	\$190 per hour
Web and Custom programming:	\$160 per hour
Site Design Artists:	\$115 per hour
HTML Editors:	\$90 per hour
Content Migration:	\$75 per hour

Annual maintenance program

An annual maintenance and upgrade program is available that will ensure all Web site and purchased modules installed, always contains the latest features developed during the previous year. In addition, it will provide staff with access to Civica engineers during normal business hours to consult on any proposed Web site and software integration issues.

- *Included at no charge for the first year following go-live*

Ongoing training, Web mastering and custom development packages

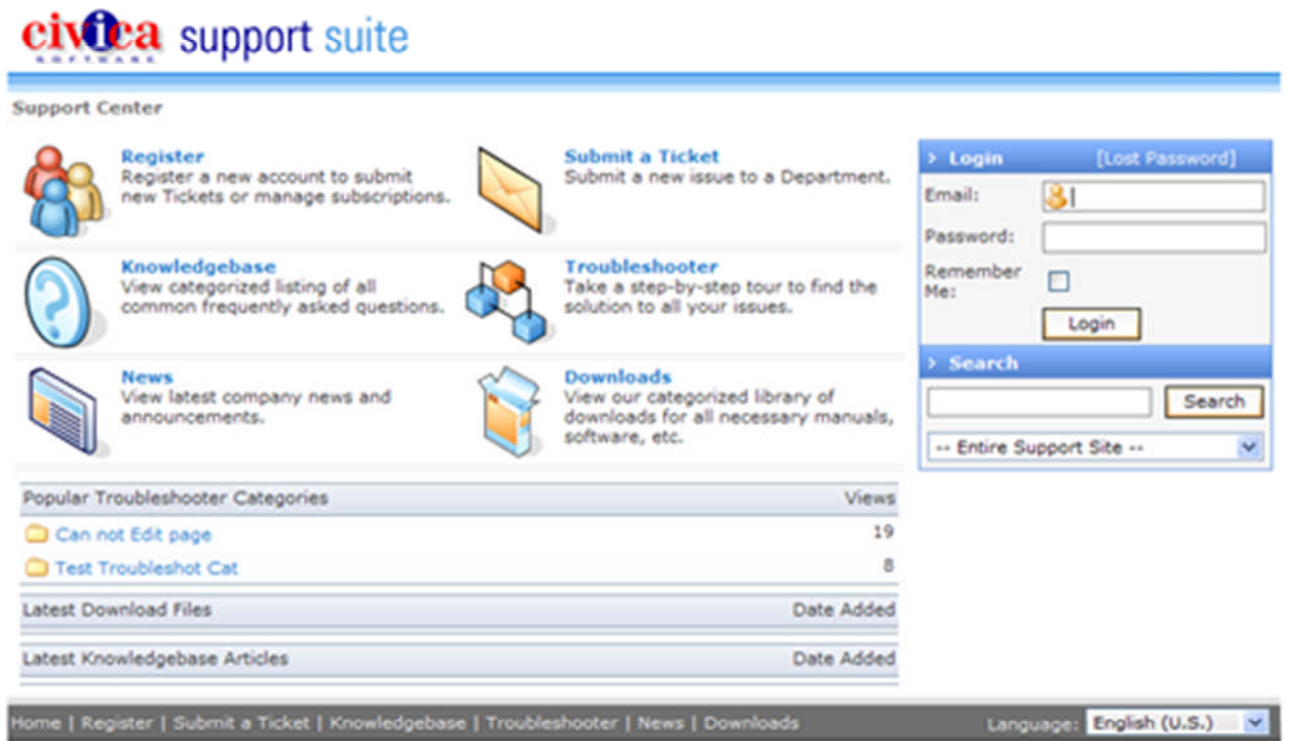
Civica has several packages available which offer scheduled training or Web mastering services for the MPO. Training can be held via GoToMeeting or onsite for the cost of travel and expenses. Custom development packages are available which provide for site additions and modifications throughout the year. Branded pages, custom maps and graphic design needs can all be accommodated by pre-approved funding as part of this proposal. Please contact Civica to discuss all the options available.

Updates

Generally, administrative and general updates are released within 9 to 12 months of the previous release. Changes to specific modules may be provided and integrated with client system upon their approval.

Customer service

Our support team includes dedicated personnel to handle direct phone and email support. Our core development team (the actual programmers who create the technologies) is also available to answer and address issues directly. In addition, we have launched Civica Support – a new online Support management system allowing clients to access online Help, a Knowledge base



and Forums, submit issues online via our issue tracking system and access all documentation.

Security patches and necessary upgrades are scheduled upon immediate discovery - normally within a few hours of being brought to our team's attention. We assist onsite tech staff with all updates as part of the annual maintenance including all new features added (for other clients and as part of our normal ongoing development cycle) for the modules and systems you have purchased. The impact on your staff is normally no more than a few hours in total.

Customer support

Civica has a standard schedule for providing support and maintenance for Civica CMS. These deliverables are:

Priority 1: Emergency

Severe application problem resulting in complete work stoppage for a large number of your staff. Or, complete loss of service to either Web site or intranet (application-related site outage). Access to key points of contact is available 24 hours a day.

Response:	30-60 minutes during prime hours (M-F 9AM - 6PM) 60-120 minutes off-hours, holidays and weekends Onsite response (if needed) within 4 hours
Resolution:	4-12 hour resolution time
Notifications:	Project Manager is given a detailed report by the Civica on-call technician (for off hours only) and distributes to the IT Manager.
Update:	Hourly or as scheduled with Civica
Examples:	Web server is up but application non-functional. SQL-server errors not related to hardware Patch updates from vendor or Microsoft cause incompatibility resulting in service outage

Priority 2: High

Application or service is available, but in a degraded mode. Work around is feasible or loss of service for short time is acceptable. Impacts a small group or complete work stoppage for an individual

Response:	2-4 hours during prime hours (M-F 9AM - 6PM)
Resolution:	3-5 business days
Update:	Daily or as scheduled with Civica
Examples:	Site is operational, but search, calendar or other modular functionality is non-operational or impaired Presentation layer is up but back-end is non-operational

Priority 3: Medium

Moderate business impact; issues have affected customer productivity. Work around may exist or problem is for non-business-critical task.

Response:	8 hours
Resolution:	5 business days
Update:	Staff is notified when Civica completes repair
Examples:	File attachments won't upload. Presentation layer is not rendering correctly

Priority 4: Low

Limited business impact. Request can be scheduled.

Response:	2-3 business days
Resolution:	As scheduled by Civica

Update: Staff is notified when Civica completes repair
Examples: Programmatic change to back-end to improve efficiency
Programmatic change to front-end
Distribution of all patches and upgrades.

Hosting solution (optional)

Web security and data cost control



Civica Software proudly announces our **Civica Cloud** hosting platform. Now, customers can get total control over their resources and have the ability to control their costs by only paying for data management based on their needs. And, all of this brought to you worry-free by Civica!

Features Included:

- Secure virtual environment, managed in partnership with Lunarpages and hosted at the Latisys OCII facility in Irvine (SAS 70, Type II Certified, Tier III data center with option for multi-site redundancy, managed backup and secure disaster recovery)
- Full Microsoft Infrastructure built upon the Xen Hypervisor, allowing for total data isolation of customers from one another, while providing the benefits gained from Microsoft Infrastructure like managed updates, managed Anti-Virus and System Center Monitoring.
- Shared SQL (cost effective and better performance) or dedicated virtual SQL server option (ultimate performance)
- Fully redundant SAN storage providing high performance, security and availability
- Pre-installed with Windows Server 2008 Standard, MS SQL 2008 (licensed) and IIS7
- Daily Backups ("R1 Soft" backup software) and internal data fail-over safe guard against downtime and data loss, with additional backup options to provide file level restoration and continuous protection
- Anti-virus and RioRey RS-Series Dedicated DDoS Protection
- Automatic pushed Windows updates and Antivirus updates with no downtime – eliminating all need to manually update server software
- Unlimited reboots, remote desktop and full system monitoring (24/7/365)

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Lunarpages is a tier3 and tier4 Data Center Provider as well as SAS70 Type II Certified which is an internationally recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA). Lunarpages has successfully completed the rigorous certification. The SAS 70 process couples with providing the uppermost tiered data centers which assures our clients that we meet the highest standards for security, quality, efficiency and have the appropriate controls and safeguards in place. This is what our clients depend on and the peace of mind we guarantee.



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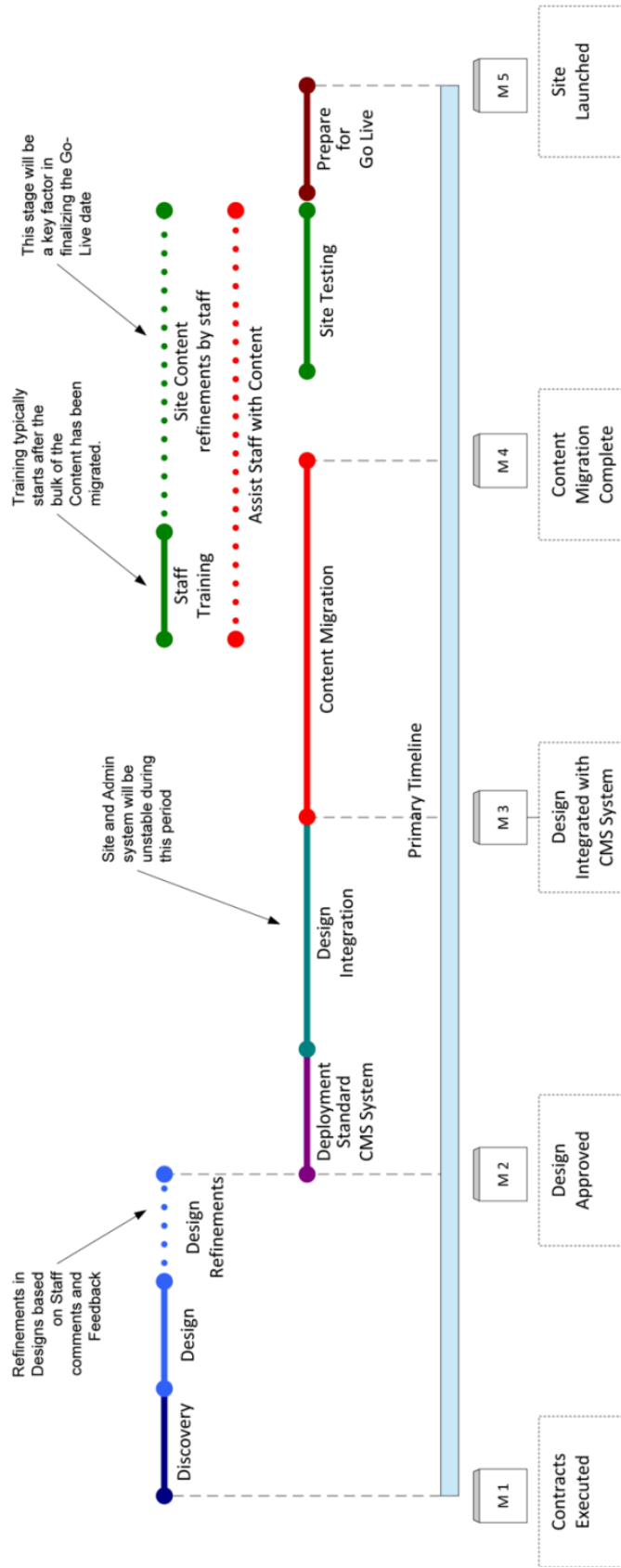
Located in the heart of the Orange County corporate community, this state-of-the-art data center provides convenient reach from several major highways, and is less than a 10-minute drive from John

Wayne Airport (SNA). With high-density data centers located in every U.S. time zone, you not only get local access to scalable outsourced IT infrastructure solutions, but you get the advantage of Latisys' national reach for multi-site redundancy, managed backup and secure disaster recovery.

Plus, each Tier III facility has been specifically designed for the business continuity of your mission-critical operations — offering the power, cooling, backbone network and managed services your IT operations need — while immediately reducing your capital expenditures for storage and ongoing maintenance.

Project Timeline

Standard Website Deployment Timeline / Diagram



NOTES:

1. The timeline is not to scale.
2. Dotted sections (●●●●●) will have the most impact on the overall schedule as they require staff input and cooperation to keep project moving forward.